

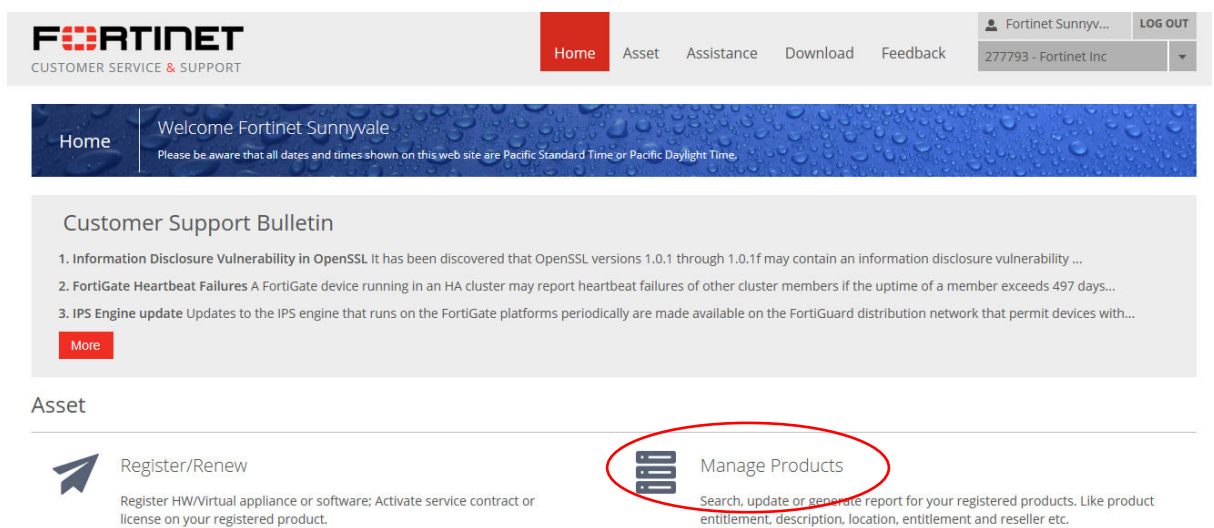
Add or Renew a Support Contract

All Support Contracts must be registered within 12 month registration grace periods from the date such Support Contract was originally shipped from Fortinet to its distributor. Use the following steps to add or renew a service contract against the applicable appliance.

1. Login to <https://support.fortinet.com> with your **account ID/email** and **password**

*Account ID/Email must be the same full email address where the product is currently registered to.

2. Go to Asset and select “Manage Products”



Fortinet
CUSTOMER SERVICE & SUPPORT

Home Asset Assistance Download Feedback

Fortinet Sunnyv... LOG OUT
277793 - Fortinet Inc

Home Welcome Fortinet Sunnyvale
Please be aware that all dates and times shown on this web site are Pacific Standard Time or Pacific Daylight Time.

Customer Support Bulletin

1. Information Disclosure Vulnerability in OpenSSL It has been discovered that OpenSSL versions 1.0.1 through 1.0.1f may contain an information disclosure vulnerability ...
2. FortiGate Heartbeat Failures A FortiGate device running in an HA cluster may report heartbeat failures of other cluster members if the uptime of a member exceeds 497 days...
3. IPS Engine update Updates to the IPS engine that runs on the FortiGate platforms periodically are made available on the FortiGuard distribution network that permit devices with...

More

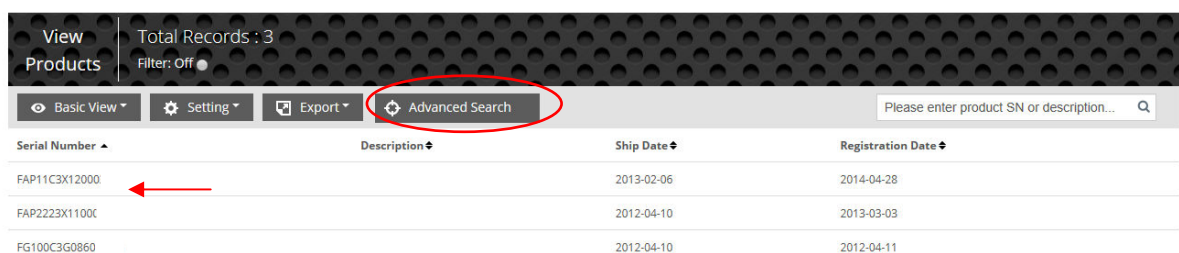
Asset

Register/Renew
Register HW/Virtual appliance or software; Activate service contract or license on your registered product.

Manage Products
Search, update or generate report for your registered products. Like product entitlement, description, location, entitlement and reseller etc.

3. Select the serial number you want to add or renew contract from the list.

Alternatively, you can use “**Advance Search**” to find the serial number.



Serial Number	Description	Ship Date	Registration Date
FAP11C3X12000		2013-02-06	2014-04-28
FAP2223X1100C		2012-04-10	2013-03-03
FG100C3G0860		2012-04-10	2012-04-11

Note: If you can't find the serial number from the product list, it could be the device is still unregistered or it is registered to different support email account, please submit Customer Service request for assistance.

Add or Renew a Support Contract

4. Select "Renew Contract" and put in the 12 digits contract registration code, click "**Renew**" to continue.

Product Details: FortiAP 11C, FAP11C3X1200. Service Will Expire On: 2014-12-29.

Information: General, Location, Entitlement, License & Key.

Registration: **Renew Contract**, Add Licenses, RMA Transfer.

Renew Contract

Contract Number: *
123456789012

Renew

5. Read and accept the product registration agreement, click "**Next**"

Product Details: FortiGate 50B, FGT50B111222. Service Expired On: 2008-11-16.

Information: General, Location, Entitlement, License & Key.

Registration: **Renew Contract**, Add Licenses, RMA Transfer, FortiGuard Trial.

Assistance: Ticket List, Technical Request, Customer Service, DOA Request, RMA Request, WebChat.

Renew Contract

Fortinet Product Registration Agreement

FortiCare/FortiGuard Service Contract

THIS IS A LEGALLY BINDING AGREEMENT BETWEEN YOU, THE CUSTOMER, AND FORTINET. BEFORE YOU CONTINUE WITH REGISTRATION OF YOUR FORTICARE OR FORTIGUARD SERVICE CONTRACT (THE "SERVICES CONTRACT") CAREFULLY READ THE TERMS AND CONDITIONS OF THIS AGREEMENT. BY CLICKING ON THE "ACCEPT" BUTTON, YOU, AS AN AUTHORIZED REPRESENTATIVE ON BEHALF OF CUSTOMER, CONSENT TO BE BOUND BY AND BECOME A PARTY TO THIS AGREEMENT ("AGREEMENT") AND YOU REPRESENT THAT YOU HAVE READ AND UNDERSTAND THIS AGREEMENT AND HAVE HAD SUFFICIENT OPPORTUNITY TO CONSULT WITH COUNSEL, PRIOR TO AGREEING TO THE TERMS HEREIN AND SUBMITTING YOUR REGISTRATION. IF YOU HAVE ANY QUESTIONS OR CONCERNS, OR DESIRE TO SUGGEST ANY MODIFICATIONS TO THIS AGREEMENT, PLEASE CONTACT THE LOCAL FORTINET SALES REPRESENTATIVE TO BE REFERRED TO FORTINET LEGAL. IF YOU DO NOT AGREE TO ALL OF THE TERMS OF THIS AGREEMENT, DO NOT CONTINUE WITH THE REGISTRATION PROCESS.

The parties to this agreement are Customer and, effective January 1, 2013, either (i) where Customer is located within the Americas, Fortinet, Inc., or (ii) where Customer is located outside of the Americas, Fortinet Singapore Private Limited (each referred to herein as "Fortinet"). The effective date of this Agreement shall commence upon Customer's acceptance of this Agreement. Service Contracts are available for Fortinet's commercial networking products and related equipment, including hardware

☒ I have read, understood and accepted the contract stated above

Next

Add or Renew a Support Contract

6. Verify the service contract entitlement –support type, support level, activation and expiration dates are correct before completing the registration.
7. Check the box to accept the terms and click “**Confirm**” to complete the registration

Product Details

FortiAP 11C
FAP11C3X120I

Service Will Expire On
2014-12-29

[Back To List](#)

Information

- General
- Location
- Entitlement
- License & Key

Registration

- Renew Contract**
- Add Licenses
- RMA Transfer

Assistance

- Ticket List
- Technical Request
- Customer Service
- DOA Request
- RMA Request
- WebChat

Renew Contract

Verification

Important Notice:

READ BEFORE COMPLETING THE REGISTRATION.

Please verify the entitlement preview for FAP11C3X120I and its associated services.
Product Warranty Type: Fortinet Internal Order.

Product Entitlement:

Support Type	Support Level	Activation Date	Expiration Date
Hardware	Advanced HW	2013-05-07	2014-12-31
Firmware & General Updates	Web/Online	2013-12-29	2014-12-31
Enhanced Support	24x7	2013-12-29	2014-12-31
Telephone Support	24x7	2013-12-29	2014-12-31

Entitlement calculation is based on any existing warranty or contract services plus the term of your new contract. If you have questions regarding these conditions, please open a ticket for Registration Assistance by clicking [here](#).

☐ BY ACCEPTING THESE TERMS, YOU ARE ACTIVATING THIS SUPPORT CONTRACT AND THE ENTITLEMENT PERIOD PROVIDED CAN NOT BE CHANGED. IF YOU WISH TO CONTINUE, CLICK "CONFIRM" BUTTON TO SUBMIT YOUR REQUEST.

[Previous](#)[Confirm](#)